abco
TOTAL RESOURCE. TOTALLY CLEAN.

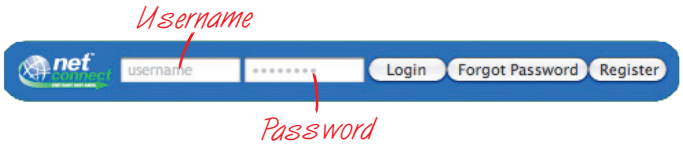
net connect®

VERY EASY. VERY ABCO.

User Guide

1 Login to your account:

Enter your username and password into the login section of the Abco homepage (www.abcopro.com.au)



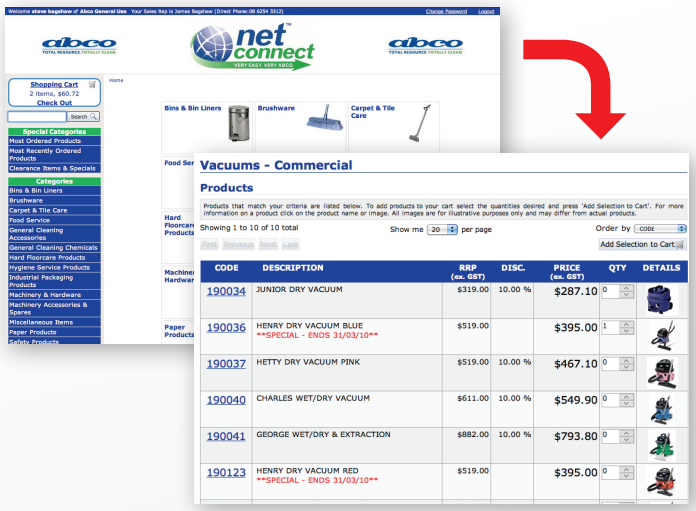
2 Select your products:

Click a category from the list on the left hand side of the home page, or from the pictorial categories in the centre of the page.

Alternatively, you can search by name or product code using the Search button.

Enter search text in here

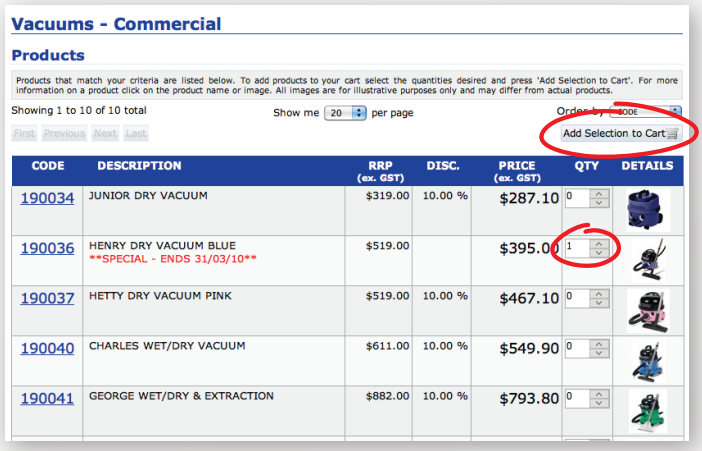
Click on the product code or the product image to view more detail on each product.


Vacuums - Commercial
Products
CODE
DESCRIPTION
RRP (ex. GST)
DISC.
PRICE (ex. GST)
QTY
DETAILS
190034 JUNIOR DRY VACUUM $319.00 10.00 % $287.10
190036 HENRY DRY VACUUM BLUE **SPECIAL - ENDS 31/03/10** $519.00 $395.00
190037 HETTY DRY VACUUM PINK $519.00 10.00 % $467.10
190040 CHARLES WET/DRY VACUUM $611.00 10.00 % $549.90
190041 GEORGE WET/DRY & EXTRACTION $882.00 10.00 % $793.80
190123 HENRY DRY VACUUM RED **SPECIAL - ENDS 31/03/10** $519.00 $395.00

3 Add to cart:

Select the quantity you would like to purchase and click Add Selection to Cart

Repeat steps 2 & 3 for other products you would like to purchase.


Vacuums - Commercial
Products
Add Selection to Cart
CODE
DESCRIPTION
RRP (ex. GST)
DISC.
PRICE (ex. GST)
QTY
DETAILS
190034 JUNIOR DRY VACUUM $319.00 10.00 % $287.10
190036 HENRY DRY VACUUM BLUE **SPECIAL - ENDS 31/03/10** $519.00 $395.00
190037 HETTY DRY VACUUM PINK $519.00 10.00 % $467.10
190040 CHARLES WET/DRY VACUUM $611.00 10.00 % $549.90
190041 GEORGE WET/DRY & EXTRACTION $882.00 10.00 % $793.80

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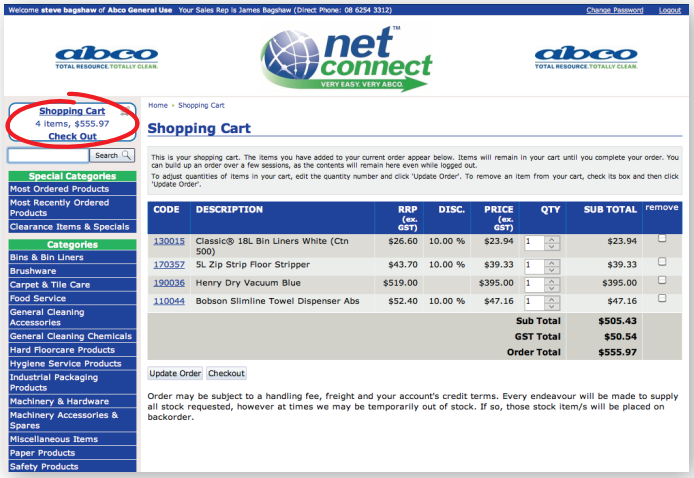
4 Shopping Cart:

To review the list of items in your cart, click the shopping cart at the top left of the page.

You can add extra items, or remove items, from your Shopping Cart. To remove items, tick the remove ☐ box, then click the Update Order button.

Once you have all the products you require, click the Checkout button.



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5 Checkout:

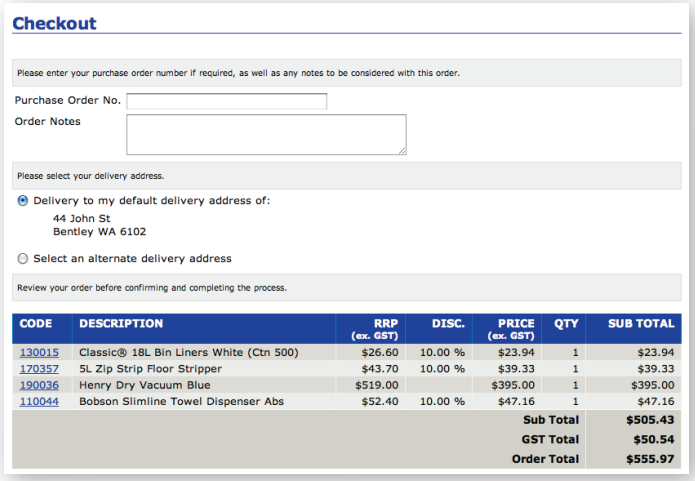
i. Enter your purchase order number (if required)

ii. Enter any specific order notes for your (specific delivery instructions, special requests etc.)

iii. Select your delivery address. You have the option of delivery to the default address on your account, or delivery to one of the alternate addresses on your account.

You can also add a new delivery address, and save it for future use.

(Depending on your account status, you may also be prompted for payment at the checkout screen)


Checkout
Please enter your purchase order number if required, as well as any notes to be considered with this order.
Purchase Order No.
Order Notes
Please select your delivery address.
Delivery to my default delivery address of:
44 John St
Bentley WA 6102
Select an alternate delivery address
Review your order before confirming and completing the process.
CODE
DESCRIPTION
RRP (ex. GST)
DISC.
PRICE (ex. GST)
QTY
SUB TOTAL
130015 Classic® 18L Bin Liners White (Ctn 500) $26.60 10.00 % $23.94 1 $23.94
170357 5L Zip Strip Floor Stripper $43.70 10.00 % $39.33 1 $39.33
190036 Henry Dry Vacuum Blue $519.00 $395.00 1 $395.00
110044 Bobson Slimline Towel Dispenser Abs $52.40 10.00 % $47.16 1 $47.16
Sub Total $505.43
GST Total $50.54
Order Total $555.97

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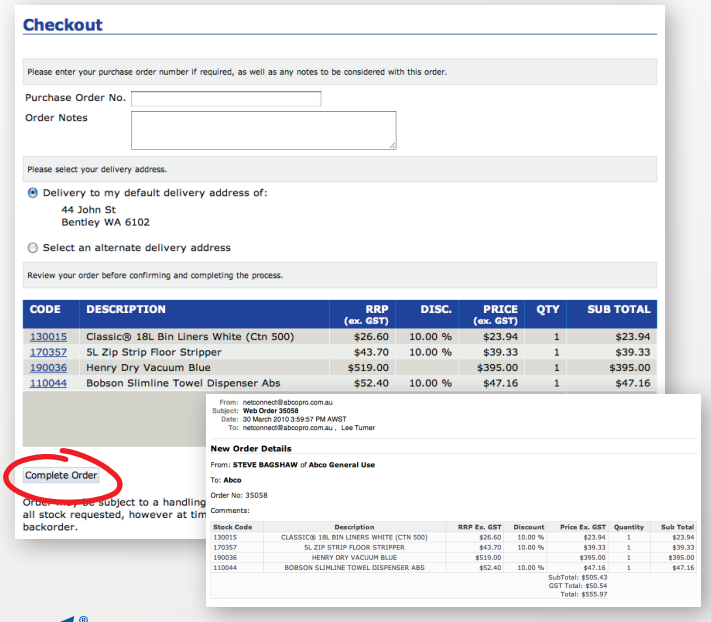
6 Complete Order:

Click the Complete Order button to submit your order.

You will receive a confirmation email after completing your order.

Your order will soon be on it's way to you!


Checkout
Please enter your purchase order number if required, as well as any notes to be considered with this order.
Purchase Order No.
Order Notes
Please select your delivery address.
Delivery to my default delivery address of:
44 John St
Bentley WA 6102
Select an alternate delivery address
Review your order before confirming and completing the process.
CODE
DESCRIPTION
RRP (ex. GST)
DISC.
PRICE (ex. GST)
QTY
SUB TOTAL
130015 Classic® 18L Bin Liners White (Ctn 500) $26.60 10.00 % $23.94 1 $23.94
170357 5L Zip Strip Floor Stripper $43.70 10.00 % $39.33 1 $39.33
190036 Henry Dry Vacuum Blue $519.00 $395.00 1 $395.00
110044 Bobson Slimline Towel Dispenser Abs $52.40 10.00 % $47.16 1 $47.16
Complete Order
New Order Details
From: STEVE BAGSHAW of Abco General Use
To: Abco
Order No: 35058
Comments:

Additional Features

7 Template Order:

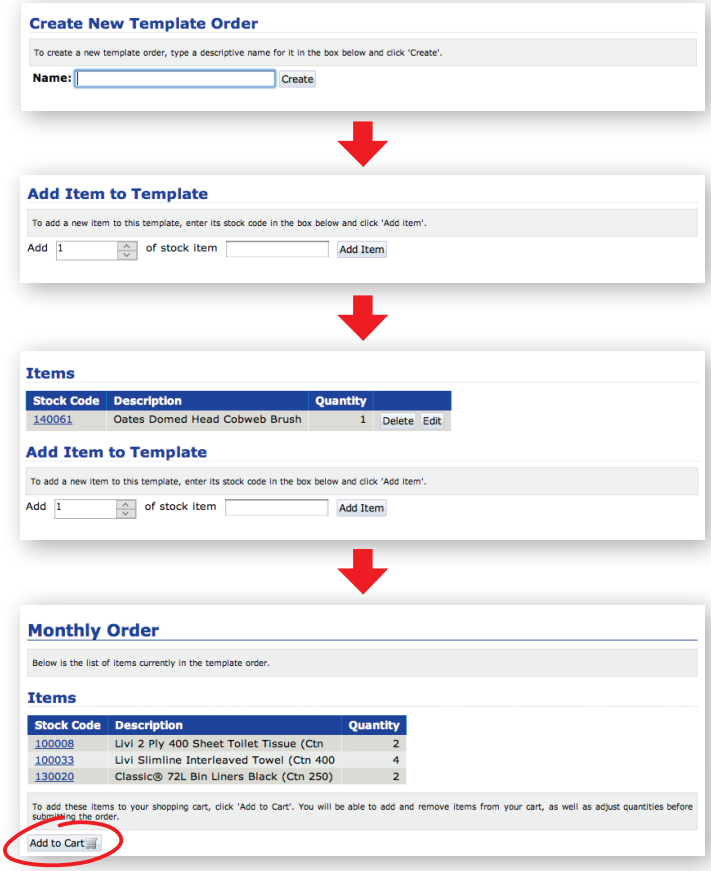
Template orders are an excellent way for you to save your 'favourite' products, or lists of products that you regularly order. You can then reorder without having to re-enter every item.

Click on the **Template Management** button to setup order templates as required.

a) Enter a name for the template, for example 'monthly order' or 'site abc'. Click the **Create** button.

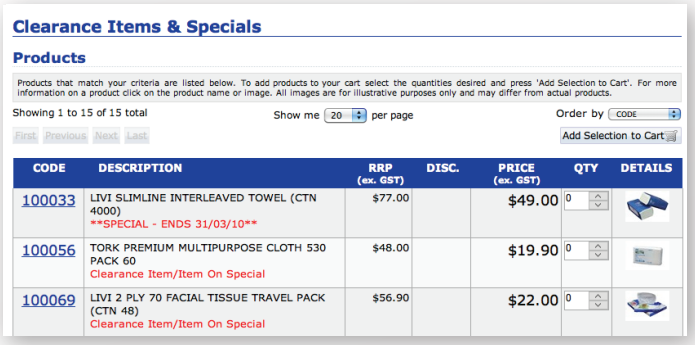
b) Enter a quantity and a stockcode to be added to the template. Click **Add Item** to add the item to template. Repeat this process as required.

To use your template, click on the template name under **Template Orders**. Then click **Add to Cart** to add these items to your shopping cart.


Create New Template Order
To create a new template order, type a descriptive name for it in the box below and click 'Create'.
Name:
Create
Add Item to Template
To add a new item to this template, enter its stock code in the box below and click 'Add item'.
Add 1 of stock item
Add Item
Items
Stock Code
Description
Quantity
140061
Oates Domed Head Cobweb Brush
1
Delete
Edit
Add Item to Template
To add a new item to this template, enter its stock code in the box below and click 'Add item'.
Add 1 of stock item
Add Item
Monthly Order
Below is the list of items currently in the template order.
Items
Stock Code
Description
Quantity
100008
Livi 2 Ply 400 Sheet Toilet Tissue (Ctn
2
100033
Livi Slimline Interleaved Towel (Ctn 400
4
130020
Classic® 72L Bin Liners Black (Ctn 250)
2
To add these items to your shopping cart, click 'Add to Cart'. You will be able to add and remove items from your cart, as well as adjust quantities before submitting the order.
Add to Cart

8 Clearance Items & Specials:

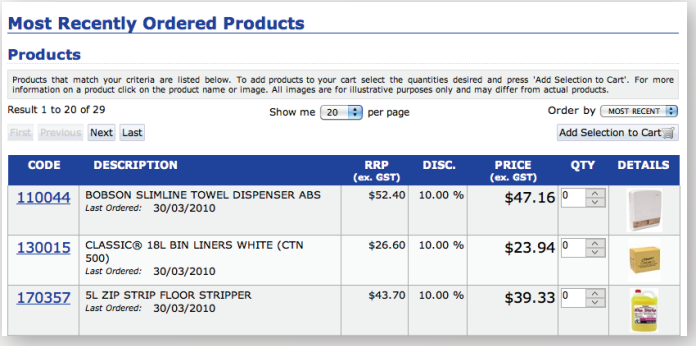
Click on the **Clearance Items & Specials** category to view our current 'red hot' specials & clearance items.


Clearance Items & Specials
Products
Products that match your criteria are listed below. To add products to your cart select the quantities desired and press 'Add Selection to Cart'. For more information on a product click on the product name or image. All images are for illustrative purposes only and may differ from actual products.
Showing 1 to 15 of 15 total
Show me 20 per page
Order by CODE
First Previous Next Last
Add Selection to Cart
CODE
DESCRIPTION
RRP (ex. GST)
DISC.
PRICE (ex. GST)
QTY
DETAILS
100033
LIVI SLIMLINE INTERLEAVED TOWEL (CTN 4000)
SPECIAL - ENDS 31/03/10
$77.00
$49.00
100056
TORK PREMIUM MULTIPURPOSE CLOTH 530 PACK 60
Clearance Item/Item On Special
$48.00
$19.90
100069
LIVI 2 PLY 70 FACIAL TISSUE TRAVEL PACK (CTN 48)
Clearance Item/Item On Special
$56.90
$22.00

9 Recently Ordered / Most Ordered Products:

Click on **Most Ordered Products** to view a list of the items you order the most of.

Click on **Most Recently Ordered Products** to view a list of the items you have most recently ordered, with the date you ordered them



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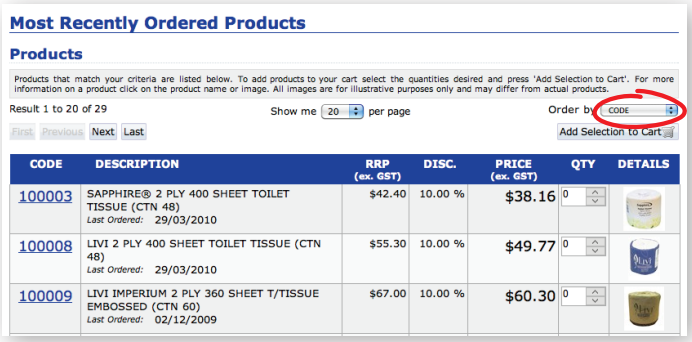
10 Sort Order on Stock Items:

When viewing a list of stock items (within any category) you can sort the items by code (default), description, or price. Click on the CODE button on the top right hand side of the page to change the sort order.


Most Recently Ordered Products
Products
Products that match your criteria are listed below. To add products to your cart select the quantities desired and press 'Add Selection to Cart'. For more information on a product click on the product name or image. All images are for illustrative purposes only and may differ from actual products.
Result 1 to 20 of 29
Show me 20 per page
Order by CODE
First Previous Next Last
Add Selection to Cart
CODE DESCRIPTION RRP (ex. GST) DISC. PRICE (ex. GST) QTY DETAILS
100003 SAPPHIRE® 2 PLY 400 SHEET TOILET TISSUE (CTN 48) Last Ordered: 29/03/2010 $42.40 10.00 % $38.16
100008 LIVI 2 PLY 400 SHEET TOILET TISSUE (CTN 48) Last Ordered: 29/03/2010 $55.30 10.00 % $49.77
100009 LIVI IMPERIUM 2 PLY 360 SHEET T/TISSUE EMBOSSED (CTN 60) Last Ordered: 02/12/2009 $67.00 10.00 % $60.30

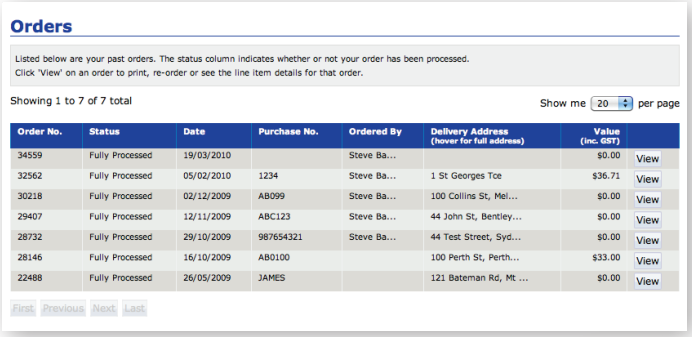
11 Account Management:

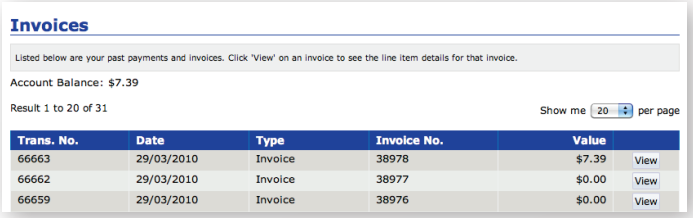
The **Account** section on the bottom left hand side allows you to view & retrieve information about your account.

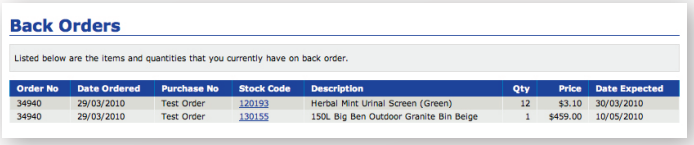
i. **Orders** Click on this button to view a list of your past & present orders. From this list you can print copies of orders, or re-order a previous order.

ii. **Invoices** Click on this button to view the Invoices on your account, and your account balance.

iii. **Back Orders** Click on this button to view any backorders on your orders. This will also display the approximate due date (to ABCO) of the goods on backorder.

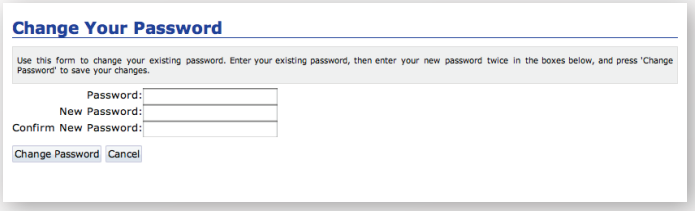

Orders
Listed below are your past orders. The status column indicates whether or not your order has been processed.
Click 'View' on an order to print, re-order or see the line item details for that order.
Showing 1 to 7 of 7 total
Show me 20 per page
Order No. Status Date Purchase No. Ordered By Delivery Address (hover for full address) Value (inc. GST)
34559 Fully Processed 19/03/2010 Steve Ba... $0.00 View
32562 Fully Processed 05/02/2010 1234 Steve Ba... 1 St Georges Tce $36.71 View
30218 Fully Processed 02/12/2009 AB099 Steve Ba... 100 Collins St, Mel... $0.00 View
29407 Fully Processed 12/11/2009 ABC123 Steve Ba... 44 John St, Bentley... $0.00 View
28732 Fully Processed 29/10/2009 987654321 Steve Ba... 44 Test Street, Syd... $0.00 View
28146 Fully Processed 16/10/2009 AB0100 100 Perth St, Perth... $33.00 View
22488 Fully Processed 26/05/2009 JAMES 121 Bateman Rd, Mt ... $0.00 View
First Previous Next Last


Invoices
Listed below are your past payments and invoices. Click 'View' on an invoice to see the line item details for that invoice.
Account Balance: $7.39
Result 1 to 20 of 31
Show me 20 per page
Trans. No. Date Type Invoice No. Value
66663 29/03/2010 Invoice 38978 $7.39 View
66662 29/03/2010 Invoice 38977 $0.00 View
66659 29/03/2010 Invoice 38976 $0.00 View


Back Orders
Listed below are the items and quantities that you currently have on back order.
Order No Date Ordered Purchase No Stock Code Description Qty Price Date Expected
34940 29/03/2010 Test Order 120193 Herbal Mint Urinal Screen (Green) 12 $3.10 30/03/2010
34940 29/03/2010 Test Order 130155 150L Big Ben Outdoor Granite Bin Beige 1 $459.00 10/05/2010

12 Password Management:

Click on **Change Password** up the top right of the page to change your password to one of your preference.


Change Your Password
Use this form to change your existing password. Enter your existing password, then enter your new password twice in the boxes below, and press 'Change Password' to save your changes.
Password:
New Password:
Confirm New Password:
Change Password Cancel

Questions?

Call one of the Abco NetConnect team on 1800 177 399,
or email netconnect@abcopro.com.au

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Trouble Shooting Guide

Check your Log-in Details:

- Often a slight keying error is the cause of a failed log-in attempt; make sure you use all **"Lower-Case Letters"** when typing your **"Username"** and **"Password"**.
- IN most cases your **"Username"** details will be your email address you provided on request for Registration and **"Password"**. You should have received in a confirmation email sent the day of Registration.
- If the confirmation email is not in your "Inbox" please check your "Junk Mail".

Forgot your password/not working?

- If you have forgotten your Password you can reset it on our web-site **www.abcopro.com.au**, shown below.

net connect
username
Login
Forgot Password
Register
net connect
VERY EASY. VERY ABCO.
Password Recovery
Forgot your password? Enter your user name to receive a new password.
User Name:
Back
Submit
A new password will be emailed to you. Please use the new password to login and then change to your preferred password.

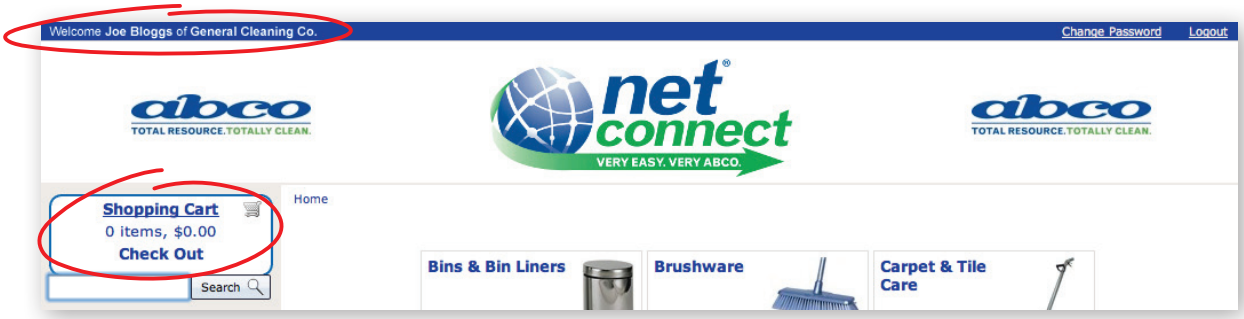
i. This will generate a random password sent to your email address.

ii. Copy the new password "exactly" as shown in the email and try to log-in again.

iii. If this did not solve your problem please contact us at **netconnect@abcopro.com.au** or on Ph: 9356 7799.

Am I Logged-In? How can you tell?

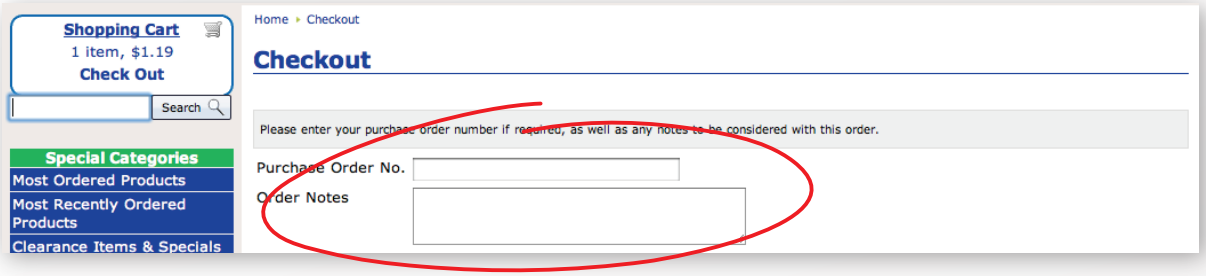
- The easiest way to tell if your "Log-In" details were successful is – at the top-left hand corner of the page you will see this **"Welcome YOUR USERNAME of COMPANY NAME"** and the **"Shopping Cart"** will be on screen, as shown below.



Can't find a product online?

- Abco Products have a product range of over 5,500, however online we only have around 3000. This is due to many "one off" sales on items and we do not stock as a standard line in our range. **BUT** this does not mean we cannot satisfy your product needs!

- If you have ordered a product before and it is not on our website, you can request for it in the "Order Notes" section in the Checkout tab, shown below.



- The only instance we cannot fulfill your product needs is if the product line has been deleted and is no longer available.

Session Times and Timing out:

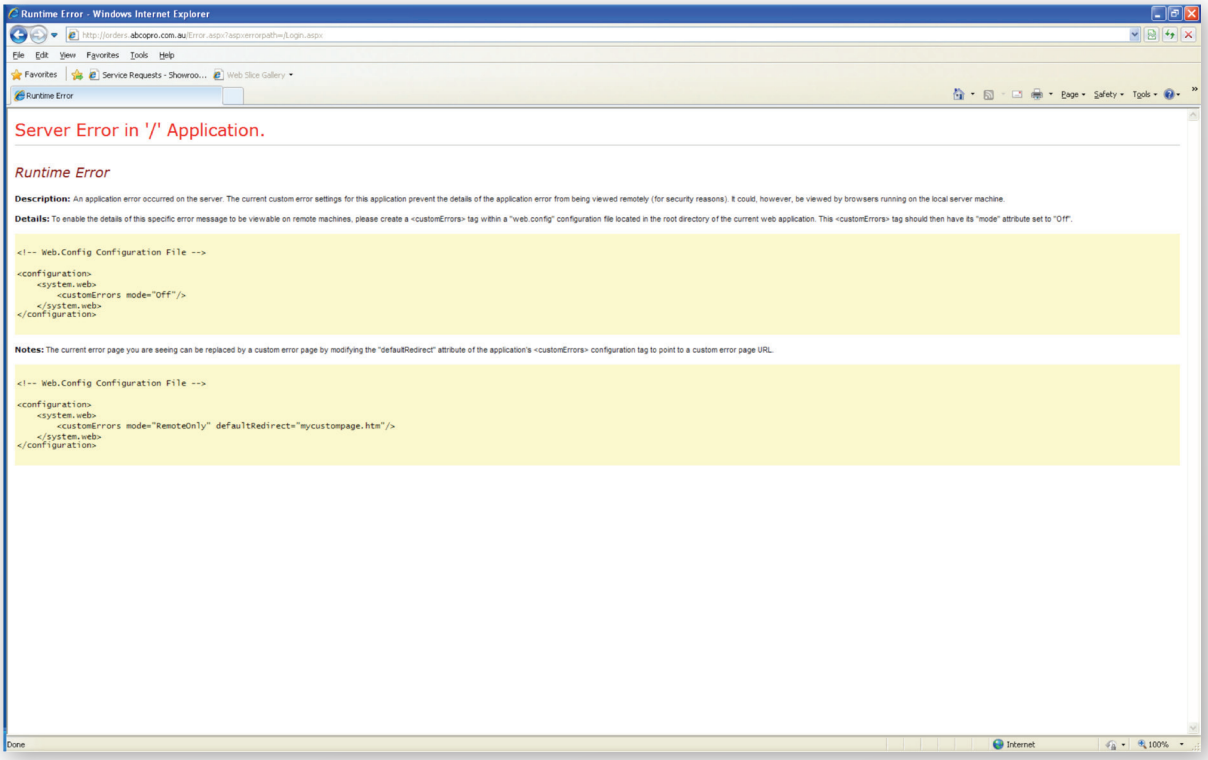
- If you are in the middle of placing an order and you leave the screen inactive for more than 15 minutes, you will be timed out from the session. This is due to our database maintaining a current update stock & stock levels.

- However, if you were in the middle of an order and you try to continue after your session has timed out, your screen will go blank or return you to the main menu screen.

- Fear not, if you log back into your account your shopping cart will have been saved at the last point before the session had ended.

Getting an Error Message on Screen?

- If you get an error message when you try and log-on, shown below:
  Contact NetConnect Support immediately on Ph: 9356 7799 or **netconnect@abcopro.com.au**



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